

Derek W. Wright, PMP

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SUMMARY OF SKILLS AND ACCOMPLISHMENTS:

- A Project Manager/Resource Manager with a technical background and years of success and accomplishment. Experience includes Data Center Operations, Change management and a PMP Instructor.
- Management skills in process improvement, team leadership, and effective communications.
- Adept at handling problem situations to achieve expedited system recovery. Key member and leader of system recovery team for Disaster Recovery Plan invoked for company outages. Responsible for implementing Disaster Recovery Risk Plan, preparing, delivering status reports and updates to senior management. Result was zero negative impact to the bank and its stakeholders for these events.
- Excellent communication and interpersonal skills with problem-solving and customer service skills.
- Skilled relationship management skills across all levels of an organization.
- Roles included the full range of responsibilities for the WINTEL server and PC environment roll-outs, as well as Risk Management, Vendor Management and Production Change Tickets.

TECHNICAL SKILLS:

Networking: Wintel LAN and IBM Mainframe.

Data Center Operations: Tivoli Storage Manager 5.5, Virtual tape (VSM), Remedy Ticketing system.

Platforms: Windows Server, Windows 7/8.1.

Software: MS Office, Visio, SharePoint and Project.

Professional Development: ITIL, IT Project Management, MS SharePoint and Project Management using Scrum Agile Methodology.

EDUCATION:

- **B.S. in Computer Technology**, Florida Institute of Technology, Jenson Beach, FL
- PMP Candidate for PMI, Kaizen Technologies, Inc., Edison NJ - July 2014 to Jan. 2015

CERTIFICATION:

Project Management Professional from PMI-PMP# 1830134

Professional Affiliations:

Project Management Institute (PMI) NJ Chapter, Member since 2015.

RECENT EXPERIENCE:

Global Network Change and Recovery Specialist (Short Term Contract) April 2018 to June 2018

DEUTSCHE BANK Piscataway, NJ

Responsible for performing special Business Continuity tasks of planning, procuring and testing resources (human, technical, etc.), confirming that regional alternate locations are readily available; monitoring that corrective actions are implemented; documenting the results of all annual DR tests. Undertake all the Americas and branch offices lifecycle deliverables (annual Awareness Training, Business Recovery Solution test, Business Impact Analysis/Business Continuity plans and semi-annual Call Tree Test.)

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- Communicates major Network Change events globally while addressing Change conflicts with the affected Business Unit and escalations to ensure closure and resolution.
- Ensuring all Global Network staff are familiar with their evacuation and assembly points, business continuity plan for their department and their roles in a recovery solution.
- Participating/supporting all annual CSBC DR/BCP, FED test and Landlord mandated power down exercises globally – each time providing an improved solution to our previous year plan to return to normal production post invocation.
- Hosting global internal Change Advisory Board (CAB) meetings as well as participating/representing Global Network Changes on the weekly GT CAB meetings.
- Ensuring all Global Network staff are familiar with their evacuation and assembly points, business continuity plan for their department and their roles in a recovery solution

Technical Project Manager COE/Instructor

Sept. 2015 to April 2018

Kaizen Technologies, Inc. Edison, NJ

Managed multiple IT projects including, MS Office 365 cloud and student workstation upgrade and data center infrastructure. The project deliverable was a companywide office upgrade with a project budget of \$500,000.

- Created Statement of Work, Business Case and Project Charter for the project sponsor.
- Identified stakeholders, scheduled and facilitated meetings, prepared meeting agendas and minutes, create business requirement documents, developed business test plans and assisted the IT group to develop Functional Requirements Documents.
- Estimated resources needs and conducted contract negotiations for IT installation and support staff to perform required work. Involved with acquiring, developing and managing project team.
- Prepared and managed timelines, deliverables, issues with project risk, and external dependencies.
- Led project status meetings with business group and IT group, coordinated QA, User Acceptance Testing and reported weekly status to stakeholders.
- Managed XP to Win7 Migration roll-out project efforts to upgrade 75 users under PMO guidance.

PMP Instructor

- Conducted test preparation for the PMP examination for PMP candidates.
- An ability to utilize different training methods and mediums in delivering course material such as slides, interactive testing exercises and guest speakers.
- Asked direct questions to individuals in class to start student involvement.
- Coach and mentor PMP candidates during their job transition.

IT Project Manager

June 2013 to June 2014

ECHORR

Somerset, NJ

Project managed the biggest model car racing event of the year for a non-profit organization. Managed several projects including partnering with sponsors and vendors, NASCAR, M & T Bank and America on Wheels Museum. Managed site logistics and technical planning, staff recruiting including software, hardware, hardwiring of equipment and networking the computers throughout the operation.

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- Prepared and managed project plans, timelines, accepted deliverables, project issues and risk registers, external dependencies and tracked issues and project risk.
- Duties included fund raising, venue acquisition, contract negotiation and administration, insurance and logistics for equipment setup.
- Identified the stakeholders, scheduled and facilitated meetings, prepared agendas.

Assistant Vice President of IT Projects/Resource Manager

June 2002 to April 2013

DEUTSCHE BANK

Jersey City, NJ

Managed Data Center Operations support for the always evolving DRP recovery strategy. This required working closely with the stakeholders from inception to completion. Collected the requirements to assure that all Data Center operations, WBS requirements were identified and managed for successful delivery. Conducted test exercises with on-site coverage to manage the system startup, user testing, verified and controlled the scope then normalization of the system.

Also responsible for support of building power-downs testing (BCP).

- Partnered with System Support team for the technical discovery of the Data Center Operations activities for the build-out of the Mainframe Outsource Project. This involved the documentation of the System Management processes for Operations activities. The outsource project saved in year 1 was 1 million euro's, with 3.5 million euro's saved by year 4.
- Responsible for systems management of the daily mainframe production processing. In a lean staffing environment, utilized Omega view toolkit to monitor and manage the online and batch workloads to meet required service levels.
- Implement daily and weekend production release changes approved by the Change Control Board (CCB) for clients and for system support.
- Responsible for determining the root cause of incident tickets in the Remedy Ticketing system/ DB Symphony implementing any necessary changes.
- Served as point of contact for management of all operational problems and service requests. Performed diagnostics and executed recovery procedures to minimize any service disruptions to our clients.
- Managed daily mainframe production processing, 24x7 system support, scheduled all aspects of 300,000 financial transactions between the bank and its external clients (approx. 3 Trillion dollars every business day).

IT Project Manager for Infrastructure/Wintel Support

March 1994 to June 2002

DEUTSCHE BANK

New York, NY

Managed a 4 million dollar project budget for a multiple Wintel and Email server installations in the New York and New Jersey data centers. Responsible for project management throughout the entire project lifecycle, including project initiation, identification of stakeholders, monitor and control of projects activities, meetings facilitation, post installations support and client relationship and stakeholder relationship management. The project eliminated over 3 hours a day in server down time and received positive feedback from the stakeholders and Managements.

- Executed and maintained program management processes in project schedule, quality management, communication management, human resource management, procurement management, risk/issue management and change management.

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- Produced an effective plan of risk assessment as well as making sure the project time and cost were understood and recognized by all of the stakeholders.
- Developed the Help Desk team including troubleshooting techniques, Remedy Ticketing system utilization and creating a technical knowledge database.
- Established backup, disaster recovery procedures with Vital Records and policy for the Wintel and Email servers group.
- Managed Email server project to migrate over 5000 users.
- Completed and implemented server upgrades and standards.